

Attachment G

IMServ Key Personnel

Mike Booth, President of IMServ

As President of IMServ, Mike Booth leads a team of over 200 staff members based at the UK Operational Centre in Milton Keynes, England and at the IMServ North American National Data Center based in Raleigh, North Carolina. Mr. Booth is also responsible for IMSofTech, the software development and support business for IMServ. An experienced executive manager, Mr. Booth was personally responsible for the UK Operations of UKDCS Ltd between 1992 and 1999 before its acquisition by Invensys.

Mr. Booth is committed to delivering a high quality service to the global deregulating markets. He has over 25 years Electricity Supply Industry experience and has spent the last eight years working on deregulation in the utility markets around the world. As a founding Director of UKDCS, he was instrumental in the concept, birth and evolution of the utility service company. Mr. Booth is a qualified electrical engineer. His prime qualities are delivering the innovation to succeed and identifying the people and tasks to achieve results.

Tony Summerlin, Vice President of Services, IMServ

Tony Summerlin is VP of Services for IMServ NA. Mr. Summerlin has over 18 years experience in interval metering data collection systems; first as a system software developer, then as a system product Director, and most recently Manager International Sales and Marketing for Itron's Energy Information Systems Business Unit. There, he was responsible for providing technical sales and marketing direction for the MV-90 Interval Data Collection System and all its related packages. Mr. Summerlin began his career at the Westinghouse Meter Division in the IT department. In 1981, he moved to Project Manager of the WLT-40A, the interval data collection system developed to support the Westinghouse line of mag tape and solid-state recorders.

Mr. Summerlin joined Utility Translation Systems (UTS) in 1986 and was on the design, programming, and implementation team for the MV-90, the world premier interval data collection system. After the MV-90 went to market, he was Product Director for it and all its related products. Mr. Summerlin joined IMServ NA in 2000 as VP Services, where he is involved in the sales, marketing, and service areas for the interval data collection and presentation for the IMServ NA customers. Mr. Summerlin has a B.S. degree in Computer Science from North Carolina State University.

Terry Matthews, Vice President of Operations, IMServ

Terry Matthews is VP Operations for IMServ NA. Mr. Matthews has over 35 years experience in all aspects of the UK Electricity Supply Industry. Prior to joining UKDCS in 1997, Mr. Matthews spent seven years working on the deregulating electricity market in the UK, the last six of which were in the Management of Electricity Data Collection and Settlement Processing. Mr. Matthews is a qualified electrical engineer.

On joining UKDCS as National Data Collection Manager, Mr. Matthews was responsible for the collection of the entire UK deregulated market. In 1998, Mr. Matthews became General Manager Operations and later, General Manager Technical & National Data Retrieval. Upon acquisition of UKDCS by Invensys, Mr. Matthews transferred to IMServ NA as VP Operations.

Gregory Lizak, Vice President of Regulatory Affairs

Gregory Lizak is Vice President of Regulatory Affairs where he is responsible for national and state regulatory efforts. He has 20 years of experience in the energy industry, including 14 years with PG&E, an electric and gas utility. He has spent the last five working on, and helping to write the rules for the direct access of the energy industry and direct access metering

His efforts include helping to develop metering standards, serving on numerous technical and business direct access workgroups and involvement in developing the national uniform business rules for direct access.

While at PG&E, Mr. Lizak led the setting up of PG&E's first ESCO (energy services company) and was the key behind developing and establishing PG&E's internationally recognized advanced technology customer center. While at PG&E he also developed and led a number of energy efficiency programs that went on to receive national awards.

He is IMServ's representative to the National Energy Marketers Association and was the chair of its National Energy Services Technology Committee. He is considered an authority on advanced direct access metering. Mr. Lizak has a BS Mechanical Engineering and a MBA from the University of Pittsburgh.

Dave Herchko, Vice President of Measurement Services

Dave Herchko is VP of Measurement Services for IMServ NA. Mr. Herchko began his career in 1982 with Rockwell International in customer service, and worked 9 years as AMR Marketing Manager with Sensus Technologies prior to helping to form IMServ.

Mr. Herchko received a B.A. from Washington and Jefferson College, and an MBA from the University of Pittsburgh. He is also a member of various professional organizations to include American Water Works Association (AWWA) and Automatic Meter Reading Association (AMRA). Throughout his 19 years of experience in the energy industry, he has been involved with all facets of metering and AMR deployments.

Richard Drongowski, Manager of Network Operations, IMServ NA

Richard Drongowski is Manager of Network Operations for IMServ NA. Mr. Drongowski started his career with the U.S. Air Force, where he worked in the area of computers and Radar image digital signal processing. This was followed by ten years of experience in Anti-Submarine Warfare, where he was involved with production, test equipment design/fabrication and Research & Development.

He joined IMServ NA in 1998 with 24 years experience working for CMS Energy in the following areas: Gas Pressure and Transmission, Data Acquisition Systems, Metering Technology Center, Support of WLT30 and Meter Record Systems. Mr. Drongowski was directly involved with the original development and implementation of the MV-90 system and also was Supervisor of Operations, including MV-90 and Computer Network System support. In his current capacity, Mr. Drongowski is responsible for the hardware and infrastructure supporting Operations as well as internal business systems.

Patrick Vinton, Manager of MV-90 Operations, IMServ NA

Patrick Vinton is Manager of MV-90 Operations for IMServ NA. Mr. Vinton received an A.A.S. degree from the U.S. Air Force in Electrical Engineering Technology. He continued his engineering career in the U.S. Air Force for nine years before joining Consumers Energy as a Metering Technician in 1986. In 1989 he assumed responsibility as Technical Specialist for MV-90 Operations and Support. After 12 years at Consumers Energy, Mr. Vinton joined IMServ NA in 1998 as Manager of Data Operations, where he is responsible for all aspects of meter commissioning, data collection, processing, and delivery.

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Applied Metering Technologies, Inc.
Employee Metering Experience

Name	Utility Experience	Present Classification	Class 1 Technician Experience	Class 2 Technician Experience	Class 3 Technician Experience	Meter Analyst Experience	Meter Supervisor & Instructor Experience	Meter Engineer Experience	Meter Manager Experience	Total Years Experience
Castorena, Jerry	So Cal Edison	Class 2 Technician	9	7	0					16.0
Gierke, William	ComEd	Class 3 Technician	11	9	6	4	4			34.0
Gomez, Polycarpio	So Cal Edison	Class 3 Technician	2	5	5	4	9			25.0
Herrin, James	Pacific G & E	Class 3 Technician	2	4	2		5	2		15.0
Holly, Johnell	So Cal Edison	Chief Engineer	5	3	0		2	11		21.0
Kenney, Frank	So Cal Edison	Class 3 Technician	4	15	3	2	2			26.0
Lastrapes, Cynthia	So Cal Edison	Class 3 Technician	3	13	3	1	1			21.0
Long, Rich	So Cal Edison	Class 3 Technician	4	10	3	2	8			27.0
Natividad, Mario	So Cal Edison	President	2	5		6	8		11	32.0
Natividad, Matthew (in training)	None	Class 1 Technician	0.5							0.5
Westberg, John	So Cal Edison	Class 3 Technician	4	5	2	2	2	1		16.0
								Total:		233.5
Workers Directly Involved on Illinois Projects										
William Gierke - AMT's only technician in Illinois at the present time; all 34 years with ComEd meter organization.										
Johnell Holly - In house field engineering support for all AMT technicians on meter software, programming and general field applications.										
John Westberg - AMT's lead technician and technical support for all AMT field technicians										
Both Johnell Holly and John Westberg are reachable via cellular phone by each technician while at the meter site on customer premises.										
Mario Natividad - General management										
as of January, 2001										

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Applied Metering Technologies, Inc Experience and Background

Description of the AMT's electric meter installation, maintenance, repair and removal experience:

In general, Applied Metering Technologies staff is comprised completely of former utility meter services engineers and technicians. All of AMT's journeymen meter technicians and engineers have been hired from Southern California Edison Company, Pacific Gas and Electric Company and Commonwealth Edison Company. Technicians average approximately 21 years of metering experience including journeyman field calibration, installation, troubleshooting, maintenance and inspection of meters, current transformers, wiring, and associated recorders, reactiformers and other metering equipment. The only AMT staff that does not come from the electric utility background is our clerical staff and our entry level Class 1 Technician. Our former ComEd technician comes to AMT with 34 years of experience in the utility and has a background in all facets of metering including a meter training instructor. He is more than qualified for this position. As the work load picks up, AMT expects to hire journeymen meter technicians from the utilities in the Illinois area. Entry level personnel will also be hired as work in the residential market materializes.

The Management Team of AMT

The president of AMT, Mario Natividad, has 29 years of SCE experience where he started as a Meter Shop Testman Helper. He advanced through various technician positions within the meter services organization to the position of Manager of Electrical Metering Services where he remained for 7 years. In this capacity he managed four groups: a) the Meter Shop, b) the Distribution Transformer Repair shop, c) the Field Meter Test Section of approximately 190 meter testmen and supervisors, and d) the Meter Engineering Support Services organization. He is published in the EEI Metering & Service Committee's Handbook for Electricity Metering, 9th Edition, page v. He was actively involved in the EEI Meter and Service Committee and the publishing of this technical handbook which serves to identify meter principles and practices. In addition to serving as the 2nd Vice-Chairman of the EEI Meter & Service Committee, he was nominated and became a member of the AEIC Meter & Service Committee. A nomination to this committee can only be made by existing members of this committee and is reserved for those utility metering individuals who have demonstrated leadership and innovation in the utility metering field. He was selected by SCE to represent the utility on EPRI's Advanced Metering Target Group and helped start up the Southern California

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Applied Metering Technologies, Inc Experience and Background

Meter Users Group – a group of meter engineers and management individuals from municipalities and utilities in Southern California.

Our Lead Technician and Field Engineer, John Westberg, has approximately 18 years of journeyman meter technician, meter supervisory, and meter engineering experience. After a successful stint as a journeyman field meter testman, he became a meter test analyst and eventually supervised SCE's group which automated their field meter test activities. Following 15 years at SCE in the metering field, he retired and was subsequently hired by IBM as a contractor working on the development of PG&E's meter customer information system. He performed in this capacity right up to being hired by AMT in October, 1997. Mr. Westberg will be actively involved in providing technical support for our Illinois field technician on various meter situations and configurations our Class 3 Technician may encounter.

AMT's meter engineer, Johnell Holly, has approximately 21 years of experience in the positions of journeyman meter technician, meter instructor, and meter engineer. During his SCE service as an engineer he was responsible for maintenance, updates, and technical support of all of the meter software used to program SCE's TOU meters. He was also a project manager for the load survey meter/recorder trouble reports, and was instrumental in the coordination required to install many of SCE's load research metering projects. He later became the lead engineer for SCE's automated meter reading (AMR) effort. He has developed numerous training modules for field technicians on laptop computer use for programming and reading meters optically in the field. Mr. Holly will be our Illinois field technician's main office support for technical assistance on computer software, programming meters, and meter communications issues.

Our Meter Technician Staff

The staff of technicians hired by AMT have been hand selected. Since the President of AMT was also a recent Manager of Electrical Metering Services at SCE, he was intimately aware of the work quality and reviewed the performance appraisals of each of the technicians. Not all former SCE technicians were recruited. Those that were low performers or low in quality work, were purposely not recruited, and the resulting staff is a cadre of high performers. AMT has followed this same practice of hiring quality meter technicians from PG&E and ComEd. Indeed, if an existing SCE, PG&E, or ComEd metering person were questioned regarding the quality of technician that AMT has, the response would come with high regards.

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Applied Metering Technologies, Inc **Experience and Background**

The background of our technicians includes all facets of metering experience. Each of our technicians is quite familiar with Time-of-Use metering, cogeneration metering, interruptible accounts, interval data recorders, meter software residing on laptop computers used for programming and reading meters, load survey applications, energy diversion detection, routine meter calibration, meter vectoring and their application, meter formulas, and safe work practices.

Our technicians also have considerable experience on the many different types of utility meters. They can test, install, perform maintenance, and troubleshoot ABB, General Electric, Schlumberger Industries, and Siemens meters and all other traditional utility type meters. Their experience includes thorough familiarity with traditional electromechanical meters, solid-state meters, and bench testing meters in the shop. They have a wealth of knowledge on which meters perform best, what problems develop over time on older vintage meters, and the many varied ways some customers have found to divert electricity.

Six of our staff conducted formal training classes at Southern California Edison Company and ComEd. These classes consisted of single phase and polyphase meter theory, hands on meter troubleshooting, and field meter testing to the present meter testmen at SCE and ComEd. This included classes to newly hired meter testmen ("off the street") as well as classes to journeyman testmen on advanced meter theory and complex and primary metering. Classes have also been given by our staff to meter readers, field service representatives, planners, and marketing reps on metering principles and processes in general.

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Applied Metering Technologies, Inc **Experience and Background**

Direct Access Meter Installation Experience

Applied Metering Technologies, Inc. was one of the first Meter Service Providers in California to set meters for Direct Access customers and has been doing so regularly since January 1998.

- a) The first to install a Direct Access meter in California.
- b) The first to install meters in all three utility's service territories.
- c) The first to meet the 50 Joint Meets with SCE and obtain their approval for meter services.

As for references regarding the quality and professionalism of our technicians and our capabilities, the Commission could solicit comments from:

PG&E	Tim Vahlstrom	Manager	415.973.1084
PG&E	Young Nguyen	Meter Engineer	415.973.1686
SDG&E	Steve Grady	Direct Access Project Lead	858.654.8242
SCE	Kit Maughan	Mgr. Electric Meter Services	714.895.0427
SCE	Deepak Nanda	Mgr, Shop Services & Instrum.	714.895.0420

Mario A. Natividad
1154 Guinea Drive
Whittier, California 90601
(818)968-6872

OBJECTIVE

To utilize the skills acquired in the electric utility metering field to successfully manage a field meter services organization in a restructured electric industry outside of the utility environment.

PROFESSIONAL EMPLOYMENT

October, 1997
to Present

FOUNDER & CEO, APPLIED METERING TECHNOLOGIES INC. Responsible for the daily operations, marketing, and management of a meter service provider business in the deregulated electric utility business. Successfully positioned the Company as a premier meter organization for many of the nation's key energy service providers.

June, 1990
to September, 1997

MANAGER, SHOP SERVICES & REPAIRS, SOUTHERN CALIFORNIA EDISON CO. Responsible for the accuracy and reliability of Southern California Edison's 4.2 million meters. Manage up to 200 personnel in the Electrical Metering Services organization consisting of a 40,000 square foot distribution transformer repair shop, a 4,500 square foot meter shop, meter inventory, meter engineering and design group and a large field meter test group deployed at 26 service centers

April, 1987
to May, 1990

DIVISION TEST SUPERVISOR, SOUTHERN CALIFORNIA EDISON CO. Responsible for all field meter test activities in the Edison system with approximately 160 IBEW meter technicians and supervisory personnel at 26 service centers. Includes training, safety and the management of an \$8 million budget.

March, 1983
to April, 1987

DATA TRANSLATION & ANALYSIS SUPERVISOR, SOUTHERN CALIFORNIA EDISON CO. Responsible for processing approximately \$3 million daily of TOU information for the timely billing of SCE's large customers and for load survey and cogeneration accounts. Initiated the successful implementation of the utilization of Datastar recorders as the SCE standard. Managed a staff of nine personnel and three WLT-40 translation systems.

December, 1976
to March, 1983

LABORATORY SUPERVISOR/ ANALYST, SOUTHERN CALIFORNIA EDISON CO. Responsible for special project evaluations on new energy management devices. First line supervisor for 12 IBEW laboratory technicians. As Data Acquisition Analyst, significant achievements included the design and implementation of the existing data base management system for load survey data and rewrite of the interval data estimating software (now used as a standard on the UTS MV-90 system).

August, 1968
to January, 1986

VARIOUS TECHNICIAN POSITIONS, SOUTHERN CALIFORNIA EDISON CO. Held various jobs as laboratory technician, relay testman, and meter testman working in the shop and at field locations. Work included the testing and repair of watt-hour meters, recorders, protective relays, and various electrical test instruments.

Mario A. Natividad
1154 Guinea Drive
Whittier, California 90601
(818)968-6872

(cont.)

PROFESSIONAL EMPLOYMENT (cont.)

March, 1967
to June, 1968

SUPPLEMENTAL CUSTOMER ENGINEER, IBM. Responsible for wiring updates and maintenance on Mod 360/30 mainframe computers, tape drives, printers and peripheral equipment.

SPECIAL INTERESTS

Member, 1996 - 1997	Electric Power Research Institute, (EPRI) Advanced Metering Target Group
2nd Vice-Chairman and past Chairman of the Management Practices Subcommittee, 1990 - 1994	Edison Electric Institute (EEI) Meter & Service Committee
Member (Nominated by Duquesne Light Co. for leadership in the metering field), 1994 - 1995	Associated Edison Illuminating Companies (AEIC) Meter & Service Committee
Member 1990 - 1993	Pacific Coast Electrical Association (PCEA)
Tournament Chairman, 1988 - 1997	SCE/SSID Golf Committee
President, 1978 - 1981	SCE Rod and Gun Club
Campaigner	Committee to Reelect Al Natividad (father), Mayor of Pico Rivera (successfully re-elected)
Member 1989 - 1993	Professional Hispanics in Energy (PHIE)

EDUCATION

Senior standing, Business Mgm't curriculum with 10 classes remaining for Bachelor of Science	California Polytechnic University, Pomona (through 1985)
Associate of Arts Degree, 1982	Mount San Antonio College, Walnut, CA
Electronics Graduate	Don Bosco Technical Institute, Rosemead, CA

PERSONAL

Married: 4 children
Age: 50
Health: Excellent. I have only missed one day of work in the last 6 years.

HOBBIES

Golf, fishing, reading, home projects.
Proficient in the use of computers and MicroSoft software.

William R. Gierke
Chicago, IL 60641

OBJECTIVE: Meter technician

QUALIFICATIONS

- Thirty-four years metering experience.
- One year as a meter reader.
- Ten years as a single phase meter person.
- Nine years as a power meter person.
- Four years as a meter analyzer.
- Two years as a metering instructor.
- Two years as a meter supervisor.
- Six years as a principal meter analyzer.

I am experienced in most meter work as well as some programming. I also have experience in telephone based metering both cellular and land line installations.

EMPLOYMENT

1966-2000 Principal Meter Analyzer. Com. Ed.

Retired June, 2000.



Long Beach, California 90806

OBJECTIVE

To use my skills and knowledge to meet the responsibilities of a Metering Engineer in the performance of setting up metering equipment, software, training aides and procedures for technicians, etc. To be the liaison between the technicians and the meter manufacturers for support information. Additionally, develop and or design sub metering installations.

QUALIFICATIONS

Nineteen years experience in all aspects of data acquisition, project management and electrical metering. Ability to organize and manage diverse projects including planning and scheduling, organizing teams, researching data and equipment requirements, getting appropriate permits, analyzing economics, developing procedures and making decisions. I am proficient in the use of PC's, MacIntosh computers and the Internet. I have designed, developed and taught computer operations and warehousing management.

ACHIEVEMENTS

- ◆ Supported the setup of 17 offices in the Long Beach District.
- ◆ Supervised the District Office in Long Beach during tax season.
- ◆ Remote Electronic Receiver Transmitter - Demonstrated feasibility of remote meter reading
- ◆ Constructed Personal Computer - Demonstrated cost effectiveness of upgrading from 8088 through 80586 personal computers
- ◆ Published specifications for a hand held computer - Demonstrated knowledge of software and system requirements
- ◆ Management of Automated Logistics Material Management Course - Established my instructional abilities and management training

EXPERIENCE

July 1996 -
April 1997

I performed duties of support specialist for the Long Beach district during pre - tax season setup. During tax season I was the Office supervisor for the Long Beach District Office.

November 1977-
July 1996

Engineer I within SCE - I provide support and direction for Load Survey and Special metering projects and I assist with maintenance of Time-of-Use metering systems. I ensure proper accounting is used to capture accurately the cost of projects and maintenance activities. Analyze meter test reports and determine the corrective action associated with metering errors, energy theft, and safety irregularities. Assisted and performed training and evaluation. Service, test and install solid-state three phase, single phase, time of use and load survey metering equipment.

January 1973-
November 1977

Journeyman Intercommunication and Sound Technician, Hannon Engineering, Culver City, California. Installed, maintained and serviced sound systems, surveillance and alarm systems. Apprentice Intercommunication and Sound Technician, Linde Electronics, Santa Fe Springs, California.

September 1968-
January 1973

Receiving Clerk, Mattel Toymakers, Hawthorne, California. Maintain records of incoming parts and materials. Production Control Analyst, Insured materials were stocked for use on "Hot Wheel" and "Barbie Doll" production lines and monitored when material would be available.

EDUCATION

1977 - 1990

California State University at Long Beach, Long Beach, California. I received a BS Degree in Electrical Engineering, with a minor in Computer Science.

1974 - 1976

Los Angeles Trade Technical College. 43 semester units in intercommunication and sound, obtaining a Journeyman certification.

1968 - 1974

Compton Junior College, AS degree in Electronic Technology.

INTERESTS

I enjoy computers, evaluating and testing new software and firmware. I assist schools in my community to encourage children and young adults to stay in school. Through Southern California Edison, I continue to work in the Student and Employee Development program and Future Scientist and Engineers of America in partnership with SCE, I volunteer time in the Westminster school district encouraging students to become engineers or scientist. I support the local schools in my community by volunteering time as Bingo Captain, Caller or Seller. I have a mild appreciation for exotic cars such as Alfa Romeo's. Photography has been a pass time for many years and I enjoy it very much.

MILITARY SERVICE

January 1977 -
Present

U.S. Army Reserves, Pasadena, California. Instructor of Automated Logistic System Course and Course Manager with six member team

August 1969-
July 1971

U.S. Army. Artillery Combat Leadership School, 32 weeks.

Tactical field communications chief; supervised seven soldiers operating ground communications in a company area in Viet Nam.

REFERENCE

Available upon request.

RICHARD R. LONG

Garden Grove, CA 92840

ELECTRICAL METERING/TESTING PROFESSIONAL

Productive Electric Utility technician with a proven record of accuracy, quality and safety. Broad range of experience includes residential, commercial and industrial customers/clients.

- Technical Metering
- Test Procedures
- Staff Development
- Labor Relations
- Budgeting
- Marketing

SELECTED ACCOMPLISHMENTS

Personnel Supervision

- Developed, interviewed and promoted, many technically skilled meter testmen.
- Resolved grievances as a Labor Relations representative at fact finding meetings resulting in significant dollar savings.
- Developed safety programs which maintained safe working environments and reduced industrial accidents.

Budget Management

- Successfully managed a \$2.5 million budget without exceeding targets.
- Developed spread sheets and graphic presentations which set the standard for divisional budget reporting.

Technical Writing

- Drafted complex technical test procedures for KWH and Reactive metering systems assuring consistency of methods, accuracy and safety.
- Wrote articles of common interest for Departmental and Company news publications.

Sales/Marketing

- Proposed and successfully marketed specialized metering services to third party customers which provided additional revenue.
- Provided graphic Load Profile data to customers, using selective software, that produced cost saving adjustments by satisfied customers.

WORK EXPERIENCE

1996 - Present: SELF EMPLOYEED, Independent Contracting.

1967 - 1995: SOUTHERN CALIFORNIA EDISON COMPANY, Fullerton, CA.

Account Executive (Energy Services Inc.)	1994 - 1995
Division Test Supervisor	1992 - 1995
Field Test Supervisor	1984 - 1992
Meter Test Supervisor	1980 - 1984
District Polyphase Testman	1970 - 1980
District Singlephase Testman	1967 - 1970

AWARDS

- Recognized for perfect attendance each year since 1990.
- Received one High Five and three Quality of Service awards since 1991.

TECHNICAL

Skilled in various PC software packages including:

Windows/Microsoft Office:	DOS
-MS Word	WordPerfect
-Excel (including macros)	Quicken
-Powerpoint	Desk Top Publishing

EDUCATION

California State University - Fullerton, CA.: Completed courses towards B.S. - Computer Science.

California State University - Long Beach, CA.: Completed courses towards B.S. - Industrial Technology

Long Beach City College - Long Beach, CA.: A.A. - Industrial Technology (Electronics Option).

JAMES M. HERRIN

SUMMARY

A Metering Engineer with over 15 years experience in metering and energy related construction and measurement services. Has a thorough understanding of California's regulating bodies' requirements that apply to metering in the direct access environment. A strong communicator with substantial experience in training, producing training materials and conducting training sessions. Possesses an in-depth knowledge of metering systems with a proven ability to identify meter and communications equipment failures and implement effective and timely response.

SYSTEM DESIGN SYSTEMS REVIEW DEVELOPING POLICY
PROJECT MANAGEMENT NEGOTIATING TRAINING

EXPERIENCE

MARCH 1998- PRESENT

PG&E ENERGY SERVICES San Francisco CA: A national energy service provider based in Northern California, focused on providing integrated energy solutions for commercial retail, processing and industrial customers

Metering Engineer, Field Engineer: Manages the negotiation and development of MSP contracts; Designs, develops and provides training and coaching to MSPs on complex metering installations; Assess performance of MSPs; Produces field-ready documentation of work procedures and equipment

- Designed, developed and implemented a multi-site, first-of-its-kind, highly innovative supplementary electric metering system for a top tier national retail customer. On-time on-budget, with results meeting and or exceeding customer expectations. Utilizing a skill set not limited to negotiation, coaching, team building, designing and serving as a change agent
- As a team member I contributed to the initial meter measurement program creation and documentation for ES. Worked to identify and document manufacturer defects in programming software and facilitate corrections.

NOVEMBER 93 -MARCH 98

PACIFIC GAS AND ELECTRIC COMPANY San Francisco CA: A regulated gas and electric utility based in Northern California, focused on the production, transportation and delivery of energy for a diverse customer base.

Gas and Electric Service Supervisor: Managed the daily activities of 11 journeyman employees providing gas and electric service and emergency response over a substantial portion of the San Joaquin Valley. While in this position I implemented a changed work schedule to better match workforce to workload resulting in a 25% reduction of non-emergency overtime.

Electric Distribution Supervisor: Directed the daily activities of 15 journeyman distribution operators overseeing electric energy delivery and emergency response over a substantial portion of the San Joaquin Valley. Managed the pilot implementation of new electric outage response and communications tool. Designed the corresponding 200-page Emergency Response Manual for Stockton Division.

Electric Metering Supervisor: Directed the daily activities of 10 journeyman Electric Metering Technicians over a 5 county area in the San Joaquin Valley. Implemented process improvements which yielded a 43% gain in the department's excellence rating (as measured through customer response) pertaining to the company's Energy Cost Inquiry process.

EDUCATION

Saint Mary's College, Moraga, CA B.A., Liberal Arts; Graduate Courses In Education

STATE CERTIFICATION

State of California certified Journeyman Meterman

JOHN M. WESTBERG

METERING BUSINESS ANALYST

Innovative analyst with a proven record of success in the development of Automation Projects which increase productivity. Specific skills include:

- Analysis
- Requirements
- Design
- Team Building
- Leadership
- Communication

EXPERIENCE

IBM GLOBAL SERVICES, San Francisco CA

(Contracting to Pacific Gas & Electric Co.)

Meter Management Business Analyst (Feb. 1997 - Apr. 1997)

Developed Functional Specifications for new Meter Management System.

SOUTHERN CALIFORNIA EDISON CO., Rosemead, CA

(An Electric Utility serving Southern California)

Computing Operations Specialist, Electrical Metering Svcs. (1995 - 1996)

Managed a \$1.5 million proprietary automated system development project to replace paper processes and inefficiencies. Designed a three platform system comprised of Mainframe (CICS/DB2), Workstations (Windows 3.11), laptops (DOS 6.0), and associated interfaces.

- Increased productivity 13% through design of new systems.
- Developed requirements, implementation plan, and formed internal team which minimized cost overruns.
- Built relationships with internal and external clients that aided development and insured product satisfaction.
- Motivated team members to expand education for project requirements and personal development.

Management Analyst, Westminster, CA

(1993 - 1995)

Analyzed business structure / processes and presented recommendations for automation. Upgraded department data base to mainframe system.

- Saved over \$80,000 through research, development and execution of automation projects.
- Designed screens for customer service mainframe system.
- Championed launch of mainframe system which opened data to internal clients.

SOUTHERN CALIFORNIA EDISON CO, continued

Meter Test Supervisor, Long Beach, CA (1992 - 1993)
Supervised 10 Field Meter Testpersons. Coordinated new project installations and result surveys. Trained personnel for classification certifications. Counseled staff and performed annual reviews.

Meter Test Analyst, Long Beach, CA (1989 - 1991)
Certified accuracy of paper documentation relating to meter accuracy verification and billing errors for 55 field testpersons. Trained personnel in accurate documentation methodology.

Meter Testman, Long Beach, CA (1979 - 1989)
Certified accuracy of electric meters in the field. Resolved billing issues with industrial, commercial, and residential customers.

Maintenance Machinist, El Segundo, CA (1968 - 1978)
Maintained and repaired steam plant generating equipment.

EDUCATION

Long Beach City College: 38 units towards degree in Business Management.

TECHNICAL

Computer literate (MS Word, EXCEL, Powerpoint, Project, Windows 3.11 and Windows 95). Experienced in PC repair, communications systems, bulletin board systems and electrical service installation/repair.

PERSONAL

Volunteer for Special Olympics and City of Lakewood.
Scoutmaster / Assistant for six years leading a troop of 35.
Soccer Coach / Referee for six years.
Inflight Refueling Specialist for four years with U.S.A.F..
Personal interests include: financial markets, fishing, off road vehicles, camping, hiking, computers, and reading.